



<b>Position</b>	Senior Systems Engineer
<b>Location</b>	Work From Home: 3am – 11h30 (SA time)
<b>Function/Business Unit</b>	Information Technology Outsourcing
<b>Salary</b>	Market Related

## **JOB SUMMARY**

SoluGrowth Is looking for a Senior Systems Engineer to:

- Maintain the server environment of clients to ensure a consistent & reliable provision of service.
- Ensure project deliverables are met in a consistent and timely manner
- Ensure that support calls are resolved quickly and effectively, and system backups are maintained daily
- Ensure that security policies are implemented
- Ensure that support processes and activities are consistent with BTS's strategic direction.
- Ensure that customers are fully informed of changes to the client's server environment.
- Provide technical guidance and support for Server Systems Specialists
- First escalation point for technical issues

## **RESPONSIBILITIES**

### **Relationships**

- Maintain effective relationships with BT&PS customers and staff. Maintain effective relationships with third parties such as vendors, outsourced partners and business partners.
- Assist in third level support and liaise with the vendor management for resolution of problems.
- Providing technical planning advice to clients/business units in relation to their needs.
- Observe confidentiality and privacy guidelines set by the organisation.
- Implement the policies and procedures of organisation regarding security and the use of the computer system and network.
- Allow customer access to the system as required and evaluate their needs.
- Ensure that service desk calls are responded to and resolved in an efficient and timely manner, and according to agreed service levels.
- Plan for future system growth/change
- Provide afterhours support as required.

### **Operational**

- Developing server strategy and standards
- Building Server SOE / workstation SOE
- Assisting with the integration of applications into the server environment
- Providing support and assisting in the management of wide-ranging Systems developments and integration projects
- Assessing existing and new architecture
- Preparing technical specifications
- Contribute to Infrastructure solution design for new business projects
- Research, development and Testing of new designs

## **QUALIFICATIONS & EXPERIENCE:**

- 7 years of systems infrastructure experience, including 7 years of server support and project work
- At least 5 years as systems administrator in a mission critical environment.
- Demonstrated participation in various communications projects at a technical level
- Demonstrated knowledge of systems hardware (at least 5 years), and operational support of servers, backup devices, cabling and racking of systems.
- Demonstrated knowledge of systems software (at least 5 years) At least 7 years as systems administrator in a mission critical environment
- Demonstrated knowledge/skills in one (or more) of the following:
  - Shell Programming
  - Red Hat / Linux and TCP/IP
  - Wintel environments
  - System management software concepts and processes
  - Mobile payments environments
  - Experience with HP 3Par SAN
  - Experience with Veritas Netbackup software

- Experience with McAfee anti-virus and Symantec Enterprise Vault archiving software
- Vendor certifications for Red Hat Oracle system administration
- Experience in supporting financial systems
- PCI compliance

#### **CORE COMPETENCIES & ATTRIBUTES**

- Time Management, Planning and Organizing
- Creative, Innovative Thinking and Problem Solving
- Accountability and Dependability
- Ethics and Integrity
- Communication and Teamwork
- Planning & Organising
- Strong interpersonal skills
- Ability to multi-task and prioritize effectively
- Strong ability to work with a cross functional team
- Takes control of situations and events
- Strong computer literacy skills